

**STATEMENT OF  
KEITH A. GLINDEMANN  
VICE PRESIDENT  
THE NATIONAL ASSOCIATION OF VETERANS PROGRAM  
ADMINISTRATORS (NAVPA)  
BEFORE THE HOUSE OF REPRESENTATIVES  
VETERANS AFFAIRS COMMITTEE  
SUBCOMMITTEE ON ECONOMIC OPPORTUNITY (EO)**

**Hearing on:  
“The Role of the State Approving Agencies in Ensuring Quality Education  
Programs for Veterans”**

**November 19, 2014**

**Introduction**

Chairman Flores, Ranking Member Takano and members of the Subcommittee on Economic Opportunity, My name is Keith Glindemann and I am the Vice President and Legislative Chair of The National Association of Veterans' Program Administrators (NAVPA). I appreciate and thank you for the opportunity to appear before you today and discuss NAVPA's view on "The Role of the State Approving Agencies in Ensuring Quality Education Programs for Veterans". I am accompanied on this trip by Marc Barker, who is the current NAVPA President. It is my hope to help provide some insight on this topic from the viewpoint of those individuals that are charged to implement the policies and procedures on Veterans Educational Benefits at our Colleges and Universities across this great nation.

**NAVPA**

NAVPA was founded in 1975 and is a nationally recognized nonprofit organization of institutions and individuals who are involved in the operation of veterans' affairs programs and/or the delivery of services to veterans as school certifying officials. We are devoted to promoting professional competency and efficiency through our association's membership and with others involved in Veterans Education Assistance Programs. We believe that the

development, improvement and extension of opportunities to any veteran or their dependent for their personal growth and development to be a noble cause.

### **Relationship with the SAA's**

NAVPA has worked hand in hand with our nations State Approving Agencies (SAA) for many years. They have been instrumental in helping our organization provide our members with comprehensive training sessions at national and regional conferences; offering technical assistance with complex issues regarding the certification of GI Bill benefits; as well as providing subject matter expertise on policies and procedures. We as an organization have seen the State Approving Agencies always assist in a timely manner. This is especially beneficial as it is often hard to get a quick response from our overburdened VA Education Liaison Representatives (ELRs).

### **Compliance Surveys**

Current statutory requirements require that any institution with at least 300 GI Bill recipients have a compliance survey conducted annually. This requirement is mandated regardless of the results of the prior year's survey. This requirement results in overburdened inspectors revisiting schools that have proven to be good stewards, and in full compliance. The negative effect of this requirement results in many smaller institutions with less than 300 GI Bill recipients to go years between surveys. This creates an inequity amongst schools where benefits are being applied. Within NAVPA we have been told of institutions that have not had a compliance survey since the inception of the Chapter 33 Post 911 GI Bill.

By relooking at the 300 mandated inspection rule, a more favorably one could be determined that allows all institutions to be on more equal footing in regards to compliance surveys. This could also allow SAAs to be freed up to provide additional technical assistance and training. Potential compliance issues could be avoided by having better trained SCO's on the front end of the process. This could reduce issues of noncompliance and help to preserve resources.

## **Deemed Approved**

Section 203 of Public Law 111-377 deemed certain programs of education to be approved for VA education benefits (Title 38, United States Code). NAVPA's membership supports the current "deemed approved" language, in 38 USC 3672 for accredited standard college degree programs offered at public or not-for-profit proprietary IHL's that are accredited by an agency or association recognized by the Secretary of Education.

NAVPA respectfully asks the legislature and the Department of Veteran Affairs, to clarify and define "deemed approved" relative to what the interpretation of a "standard college degree" program is. In the absence of a clear definition of a standard college program, our member institutions are being inundated with proposals and requests from training programs to enter into third-party contracted training agreements, so that these non-approved programs can operate under the umbrella of "deemed approved" as standard college degree programs, without actually going through any approval process, be it VA or the SAA.

## **Closing**

In closing, NAVPA's membership institutions strive to always be in compliance with all regulations and policies when assisting our students in utilizing their VA educational benefits. As an organization NAVPA looks forward to a continued strong relationship with the State Approving Agencies, the VA, and others charged with assisting our Veterans in achieving their educational goals. Thank you.

**Curriculum Vitae Relevant to the Testimony of**  
**The National Association of Veterans' Program Administrators (NAVPA)**  
**Before the**  
**House Veterans Affairs Committee Subcommittee on Economic Opportunity (EO)**

**Hearing on:**  
**“The Role of the State Approving Agencies in Ensuring Quality Education Programs for Veterans”**

**Keith A. Glindemann**

Vice President and Legislative Chair, NAVPA

Keith Glindemann has been an active member of the National Association of Veterans' Program Administrators since 2011. During this time he has served in numerous roles to include serving as the Legislative Director. Recently he was elected as the organizations Vice President and Legislative Chair. He has worked hard to keep the voice of our organization at the national level.

Columbia College

Mr. Glindemann currently works as the Associate Director of Veterans Services at Columbia College (Columbia, Missouri) where he has worked since 2010. He is responsible for the implementing of veteran services to include assisting students in determining and applying for benefits, overseeing the School Certifying Officials and certifications of benefits, solving VA debt issues, and acting as a liaison between the school and the VA. He manages the day to day operations of the Columbia College Veterans Service Center, where he monitors policies and changes in the VA educational system, develops training and coordinates with 35 campuses which have 32 separate facility codes to assist in ensuring that the college remains in compliance with all VA regulations.

U.S. Army

Prior to joining Columbia College Mr. Glindemann served on active duty in the United States Army for over 24 years as a Senior Non-Commissioned Officer serving mainly in Cavalry and

Armor units. During this time he held a myriad of positions which culminated with his final position as the Commandant of Cadets for the University of Missouri's Army ROTC Battalion. He has deployed to combat operations during the war on terror. His awards and decorations include the Legion of Merit, Bronze Star, 3 Meritorious Service Medals, 5 Army Commendation Medals, 4 Army Achievement Medals, The Outstanding Volunteer Service Medal, Combat Action Badge, Air Assault Badge, Gold Recruiting Badge and various other awards.

### Volunteer and Education

Mr. Glindemann's volunteer work includes Boone County Community Services Advisory Commission (2013-2014); Truman VA Hospital Stakeholder Board; Vet Center Counseling Center Stakeholder Board; SALUTE Veteran Honor Society Columbia College Chapter President; Columbia College Student Veterans SVA Chapter Staff Advisor (2011- Present); City of Columbia Community Development Council (2008-2010); President of School Improvement Committees Fort Irwin, CA (2002-2004) and Fort Riley, KS (1998-2001). He attended Columbia College to attain his MBA, and earned undergraduate degrees in both Business Administration (Franklin University) and Management (Barstow College). He has also attended several advanced military leadership courses.

**Federal Contracts Relevant to the Testimony of  
The National Association of Veterans' Program Administrators (NAVPA)**

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The National Association of Veterans' Program Administrators (NAVPA) has no contracts with the Federal Government and receives no Federal Grants.